

1/21

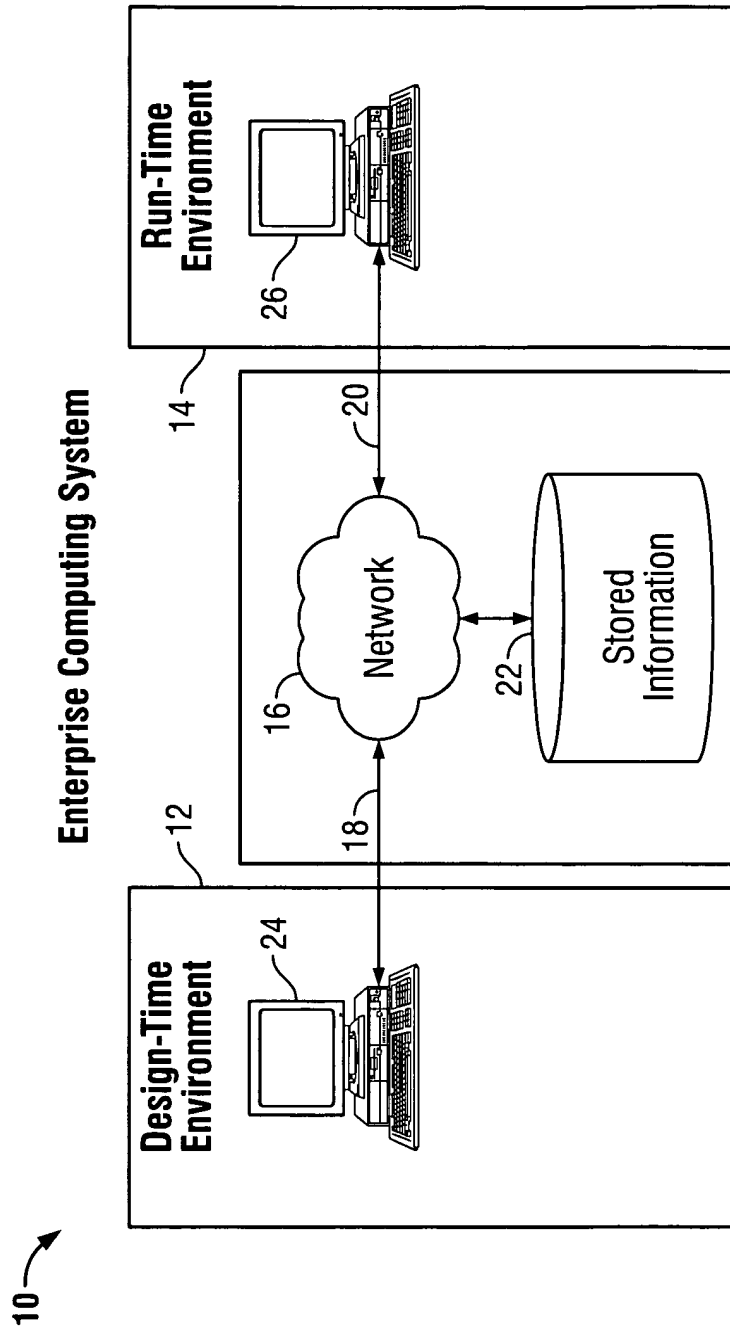


FIG. 1

2/21

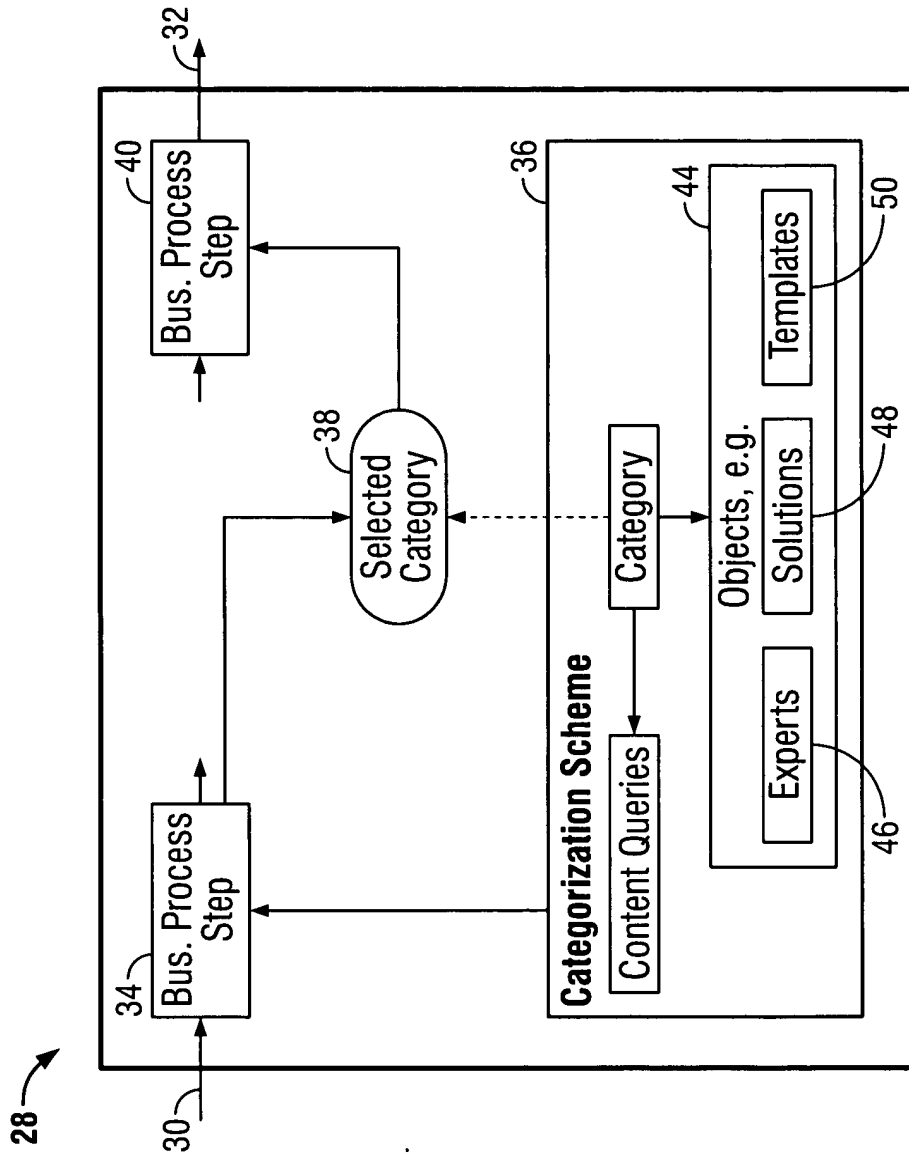


FIG. 2A

3/21

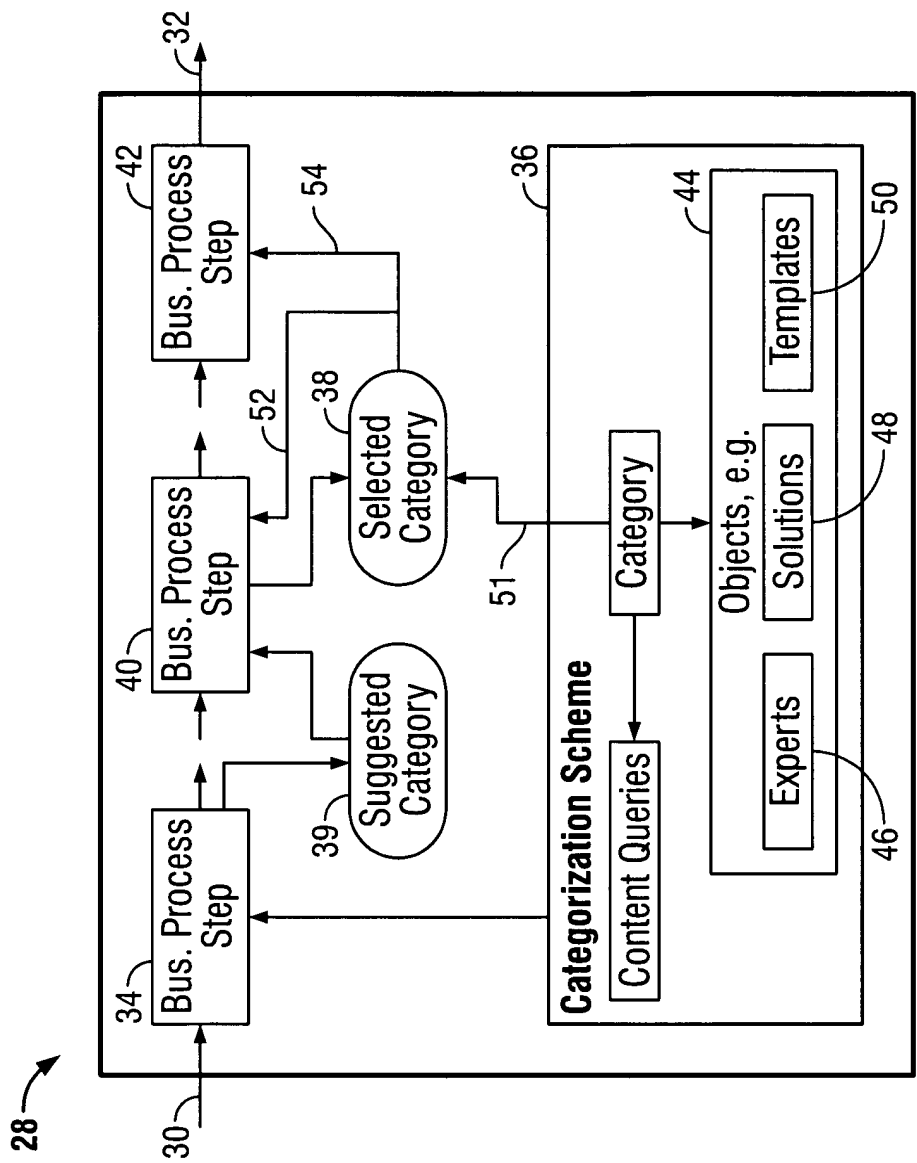


FIG. 2B

4/21

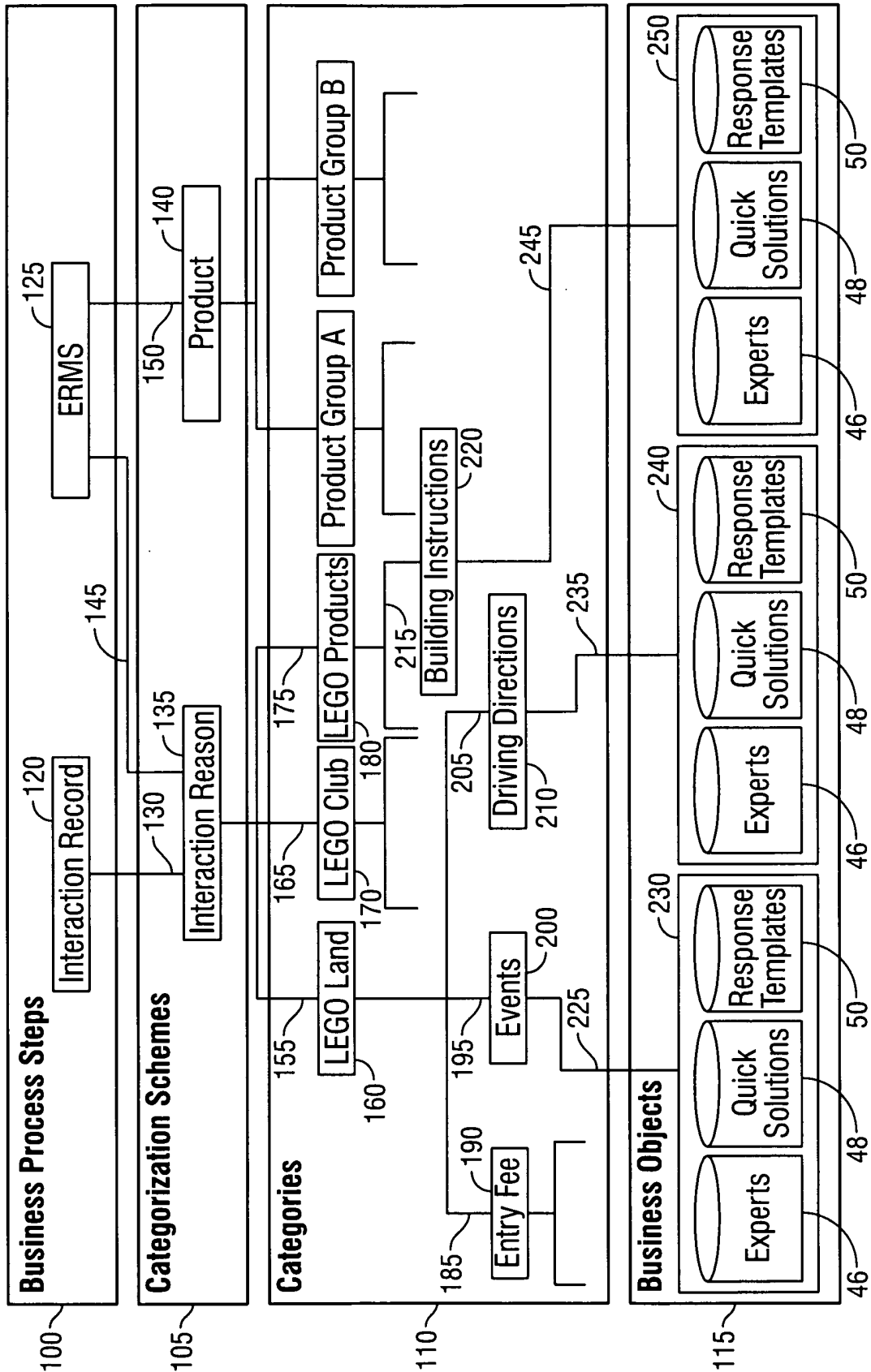


FIG. 3

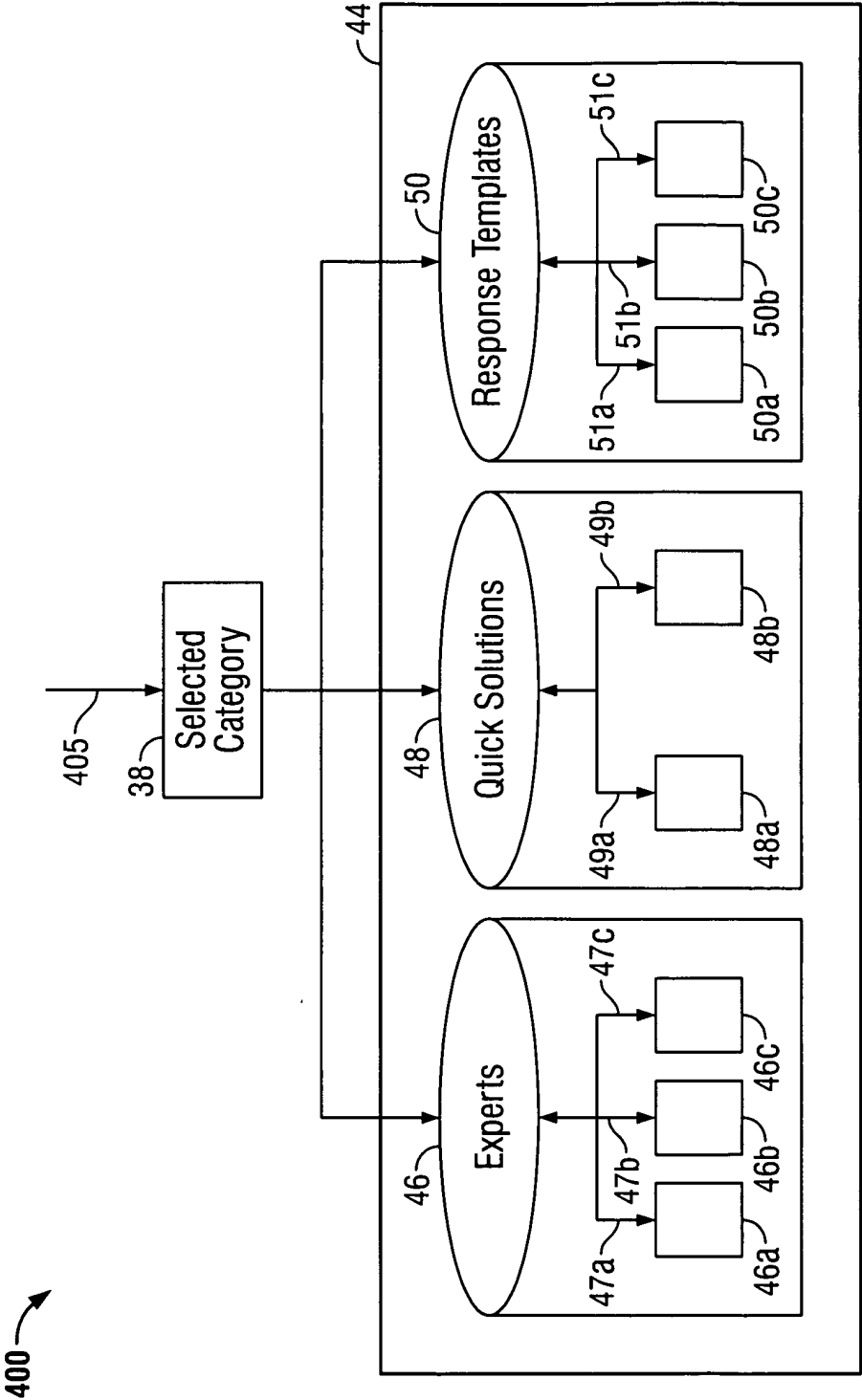


FIG. 4

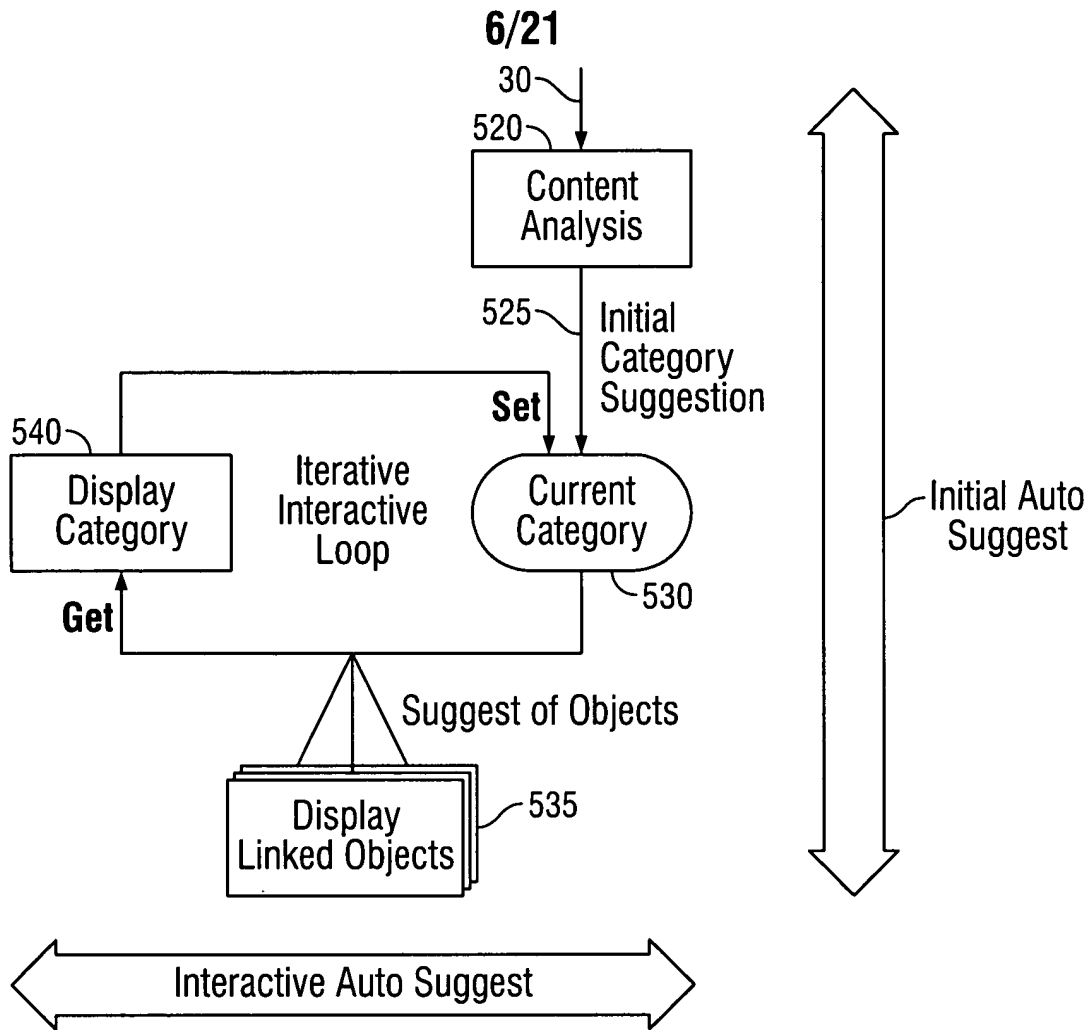


FIG. 5A

550

Description

Priority / Status: Very high ▼ In Process ▼

Reason: ▼

Classification 1: Apple ▼

Classification 2: iPad ▼

Classification 3: Playlists ▼

Classification 4: ▼

Delete Save ▼ New Test

555
 560

FIG. 5B

7/21

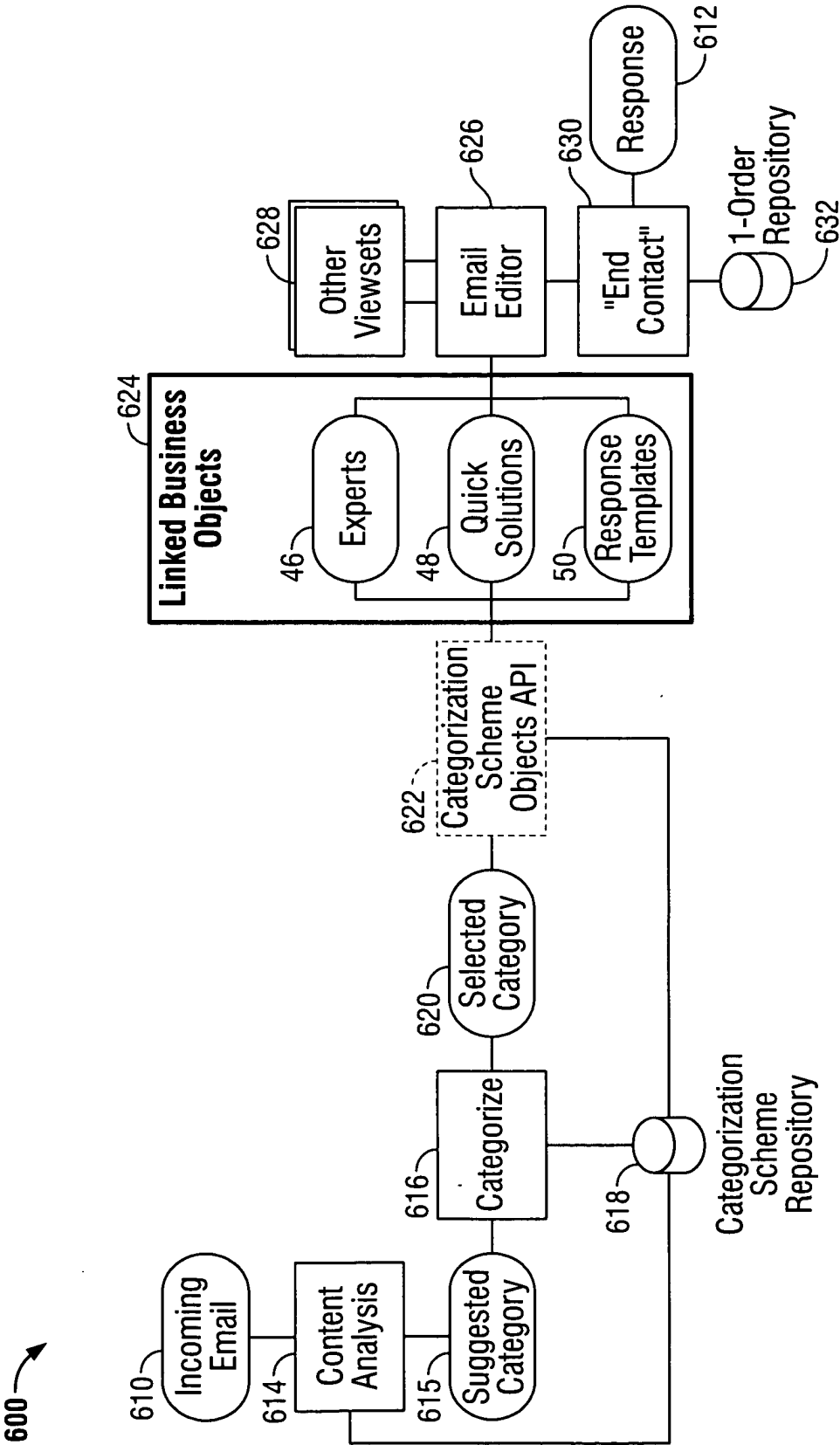


FIG. 6

8/21

700

SAP

Mail Outbound Connected
b.frissel@martin.net
0:05 / 0:15
Ready

Ready Wrap Up Not Ready

E-Mail Header

From: pj.castillo@lego.com
Reply To: service@lego.com
To: b.frissel@martin.net
Cc:
Bcc:
Date/Time:

Attachments

Document Title	Type

1/1
Add Delete

Interaction Log

Reason: Directions
Priority: Medium
Description: Directions to LEGOLAND
Status/Result:

E-Mail

Subject: Re: Directions to LEGOLAND
Text type / Language: HTML English
Insert Standard Response: 7 (36 pt)
B I U L Link Image Table List

> Hi,
> Please send me the directions to LEGOLAND California.
> Thx, Bill Frissel

712

Send Save Print Delete

714

716

718

710

Bill Frissel
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail
Chat
Index
Scripts
Universal Inbox
Interaction History

FIG. 7A

9/21

700 →

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

Ready
Not Ready

Identify Account

Interaction Record

Cases

Sales Order

Service Order

Knowledge Search

Campaigns

E-Mail

Chat

Index

Scripts

Universal Inbox

Interaction History

Re: Directions to LEGOLAND

HTML

English

Go

Subject:

Text type / Language:

Insert Standard Response:

Directions - LEGOLAND Billund

Directions - LEGOLAND California

Directions - LEGOLAND Deutschland

Directions - LEGOLAND Windsor

More Responses...

> Hi,

> Please send me the directions to LEGOLAND California.

> Thx, Bill Frissel

Send

Save

Print

Delete

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title

Type

1/1

Add

Delete

Interaction Log

Reason:

Priority:

Description:

Status/Result:

Directions

Medium

Directions to LEGOLAND

Interaction Record

FIG. 7B

10/21

700 →

SAP

Mail Outbound Connected b.frissel@martin.net 0:05 / 0:15 Ready ☐ Ready ☐ Wrap Up ☐ Not Ready

Bill Frissel
Martin Co. Ltd.

E-Mail

E-Mail Header

From: pj.castillo@lego.com
Reply To: service@lego.com
To: b.frissel@martin.net
Cc:
Bcc:
Date/Time:

Attachments

Document Title	Type
	1/1

Interaction Log

Reason:	Directions
Priority:	Medium
Description:	Directions to LEGOLAND
Status/Result:	

E-Mail

Subject: 730 Re: Direction to LEGOLAND
Text type / Language: HTML English
Insert Standard Response: Directions - LEGOLAND California 7 (36 pt)

710

712

Hi Bill,
Here are the directions:
LEGOLAND® California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim.
From North San Diego County:
Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND
From North San Diego County Inland:
Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND
From North San Diego South Bay Area:
Take 5 South to Cannon Road East, and follow signs to LEGOLAND
From East San Diego County, Hotel Circle:
Take 8 West to 5 North to Cannon Road East, then follow signs to LEGOLAND

E-Mail

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Chat
Index
Scripts
Universal Inbox
Interaction History

FIG. 7C

11/21

SAP	
Bill Frissel Martin Co. Ltd. <input type="checkbox"/> Accept <input type="checkbox"/> Reject <input type="button" value="Transfer"/> <input type="button" value="End"/> <input type="button" value="Dial Pad"/>	Mail Outbound Connected b.frisse@martin.net 0:05 / 0:15 Ready <input type="radio"/> Ready <input checked="" type="radio"/> Wrap Up <input type="radio"/> Not Ready

710
718

<p>◀ ▶ E-Mail</p> <ul style="list-style-type: none"> Identify Account Interaction Record Cases Sales Order Service Order Knowledge Search Campaigns <p>E-Mail</p> <ul style="list-style-type: none"> Chat Index Scripts Universal Inbox Interaction History 	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Re: Lego exclusive sets catalog request</p> <p>Text type / Language: HTML English</p> <p>Insert Standard Response:</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Membership Catalog Request</p> <p>Subscription Enquiry</p> <p>Publication request</p> <p>Event list</p> <p>Greeting</p> <p>Order Status</p> <p>More Responses..</p> </div> </div> <div style="margin-bottom: 10px;"> <p>> Hi,</p> <p>> Please send me the prod</p> <p>> Lego sets.</p> <p>> Thx, Bill Frissel</p> </div> <div style="text-align: right; margin-right: 50px;"> <input type="button" value="Send"/> <input type="button" value="Save"/> <input type="button" value="Print"/> <input type="button" value="Delete"/> </div>				
	<p>E-Mail Header</p> <p>From: pj.castillo@lego.com</p> <p>Reply To: service@lego.com</p> <p>To: b.frisse@martin.net</p> <p>Cc:</p> <p>Bcc:</p> <p>Date/Time:</p>				
	<p>Attachments</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Document Title</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td></td> <td>1/1</td> </tr> </tbody> </table> <p style="text-align: right;"><input type="button" value="Add"/> <input type="button" value="Delete"/></p>	Document Title	Type		1/1
Document Title	Type				
	1/1				
	<p>Interaction Log</p> <p>Reason: <input type="text"/></p> <p>Priority: <input type="text"/></p> <p>Description: <input type="text"/></p> <p>Status/Result: <input type="text"/></p> <p style="text-align: right;">Interaction Record</p>				

FIG. 8A


700 

FIG. 8B

FIG. 8B

13/21

700 →

SAP	
Mail Outbound Connected	b.frissel@martin.net 0:05 / 0:15 Ready
<input type="radio"/> Ready <input type="radio"/> Wrap Up <input type="radio"/> Not Ready	
Bill Frissel Martin Co. Ltd.	
<input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="Transfer"/> <input type="button" value="End"/> <input type="button" value="Dial Pad"/>	
E-Mail	
More Responses - Search Show me standard responses with Interaction Reason: With this title: Language:	Value Help Selection Search Criteria Interaction Reason: Language: <input type="button" value="Search"/> <input type="button" value="Clear"/> <input type="button" value="Close"/>
E-Mail Identify Account Interaction Record Cases Sales Order Service Order Knowledge Search Campaigns	Search Criteria <input type="checkbox"/> LEGO Club <input type="checkbox"/> LEGO Land <input type="checkbox"/> Driving Directions <input type="checkbox"/> Entry Fee <input type="checkbox"/> Events <input type="checkbox"/> LEGO Products Refers to the exclusive.. Enquires regarding the.. Enquires requesting.. Requests to clarify entry.. Requests to know current.. Category enumerating the..
Results Title 170 160 210 190 200 180	Created By
<input type="button" value="Insert"/> <input type="button" value="Add to favorites"/> <input type="button" value="Cancel"/>	<input type="button" value="Insert"/> <input type="button" value="Add to favorites"/> <input type="button" value="Cancel"/>

FIG. 8C

14/21

700 →

Bill Frissel
Martin Co. Ltd.

Accept

Reject

Transfer

End

Dial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

Ready

Wrap Up

Not Ready

SAP

E-Mail

More Responses - Search

Show me standard responses with

Interaction Reason:
With this title:
Language:

Driving Directions

Search

Clear

E-Mail

Chat

Index

Scripts

50 →

Universal Inbox
Interaction History

Results

Title	Category	Created On	Created By
<input type="checkbox"/> Directions - LEGOLAND Billund	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND California	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND Deutschland	Directions		chavez
<input type="checkbox"/> Directions - LEGOLAND Windsor	Directions		chavez
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			

Insert

Cancel

FIG. 8D

15/21

700 →


SAP	
Bill Frissel Martin Co. Ltd.	b.frissel@martin.net 0:05 / 0:15 Ready
Accept Reject Transfer End Dial Pad	Ready Wrap Up Not Ready
830	
Standard Response - Detail	
Identify Account Interaction Record Cases Sales Order Service Order Knowledge Search Campaigns	Title: Directions LEGOLAND California Category: Directions Created by: Chavez Created on: 09.25.2003 Preview:
E-Mail Chat Index Scripts Universal Inbox Interaction History	 Hi Bill, Here are the directions: LEGOLAND® California is located in the seaside village of Carlsbad, just 30 minutes north of San Diego and one hour south of Anaheim. From North San Diego County: Take Coastal 5 South to Cannon Road East, and follow signs to LEGOLAND From North San Diego County Inland: Take 15 North or South to 78 West to 5 South, then take Cannon Road East and follow signs to LEGOLAND From North San Diego South Bay Area: Take 5 South to Cannon Road East, and follow signs to LEGOLAND From East San Diego County, Hotel Circle: Take 8 West to 5 North to Cannon Road East, then follow signs to LEGOLAND Thanks and best regards, P. J. Costello Customer Service Representative
832	
Insert Cancel	

FIG. 8E

Applicant(s): Christopher Ronnewinkel et al.
COHERENT CATEGORIZATION SCHEME

16/21

700 →

SAP

Mail Outbound Connected b.frissel@martin.net 0:05 / 0:15 Ready ☐ Ready ☐ Wrap Up ☐ Not Ready

Bill Frissel
Martin Co. Ltd.

E-Mail

E-Mail Header

From: pj.castillo@lego.com
Reply To: service@lego.com
To: b.frissel@martin.net
Cc:
Bcc:
Date/Time:

Attachments

Document Title	Type
	1/1

Interaction Log

Reason:
Priority:
Description:
Status/Result:

E-Mail

Subject: Re: Directions to LEGOLAND
Text type / Language: HTML English
Insert Standard Response: Directions - LEGOLAND California

17/21

	Bill Frissel Martin Co. Ltd. <input type="button" value="Accept"/> <input type="button" value="Reject"/> <input type="button" value="Transfer"/> <input type="button" value="End"/> <input type="button" value="Dial Pad"/>	SAP Mail Outbound Connected b.frissel@martin.net 0:05 / 0:15 Ready	
--	---	--	--

710
718

<p>◀ ▶ E-Mail</p> <ul style="list-style-type: none"> Identify Account Interaction Record Cases Sales Order Service Order Knowledge Search Campaigns 	<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>E-Mail Header</p> <p>From: dj.castillo@lego.com</p> <p>Reply To: service@lego.com</p> <p>To: b.frissel@martin.net</p> <p>Cc:</p> <p>Bcc:</p> <p>Date/Time:</p> </div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Attachments</p> <table border="1" style="width: 100%;"> <thead> <tr> <th>Document Title</th> <th>Type</th> </tr> </thead> <tbody> <tr> <td colspan="2" style="text-align: center;">1/1</td> </tr> </tbody> </table> <div style="display: flex; justify-content: flex-end; gap: 10px;"> <input type="button" value="Add"/> <input type="button" value="Delete"/> </div> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Interaction Log</p> <p>Reason: Building Instructions-KRIKORI NUI</p> <p>Priority: Medium</p> <p>Description: KRIKORI NUI building instructions</p> <p>Status/Result:</p> </div>	Document Title	Type	1/1	
Document Title	Type				
1/1					
<p>E-Mail</p> <p>Subject: Re: KRIKORI NUI building instructions</p> <p>Text type / Language: HTML English</p> <p>Insert Standard Response:</p> <div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <input type="checkbox"/> B <input type="checkbox"/> I <input type="checkbox"/> U </div> <div> <input type="checkbox"/> Arial <input type="checkbox"/> 7 (36pt) </div> </div> <div style="border: 1px solid black; height: 150px; margin-top: 10px; position: relative;"> <div style="position: absolute; top: 10px; right: 10px; font-weight: bold; font-size: 2em;">912</div> <p style="text-align: center; margin-top: 50px;"> > Hi, > Could you please send me the KRIKORI NUI building > instructions? > Thx, Bill Frissel </p> </div> <div style="display: flex; justify-content: flex-end; gap: 10px; margin-top: 10px;"> <input type="button" value="Send"/> <input type="button" value="Save"/> <input type="button" value="Print"/> <input type="button" value="Delete"/> </div>	<p>E-Mail</p> <p>Universal Inbox</p> <p>Interaction History</p>				

FIG. 9A

18/21

700 →

920

SAP

Mail Outbound Connected
b.frissel@martin.net
0:05 / 0:15
Ready

2 Automatically Proposed Solutions Available

Bill Frissel
Martin Co. Ltd.

Accept Reject Transfer End Dial Pad

◀ ▶ E-Mail

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail

Subject: Re: KRIKORI NUI building instructions

Text type / Language: HTML English

Insert Standard Response:

7 (36pt)

B 7 U

7 (36pt)

> Hi,
> Could you please send me the KRIKORI NUI building instructions?
> Thx, Bill Frissel

Send Save Print Delete

E-Mail Header

From: pj.castillo@lego.com

Reply To: service@lego.com

To: b.frissel@martin.net

Cc:

Bcc:

Date/Time:

Attachments

Document Title Type

1/1

Add Delete

Interaction Log

Reason: Building Instructions-KRIKORI NUI

Priority: Medium

Description: KRIKORI NUI building instructions

Status/Result:

Interaction Record

718

FIG. 9B

19/21

[illegible]

FIG. 9C

20/21

700

Bill Frissel
Martin Co. Ltd.

AcceptRejectTransferEndDial Pad

Mail Outbound
Connected

b.frissel@martin.net
0:05 / 0:15
Ready

ReadyWrap UpNot Ready

SAP

Identify Account
Interaction Record
Cases
Sales Order
Service Order
Knowledge Search
Campaigns

E-Mail
Chat
Index
Scripts
Universal Inbox
Interaction History

Subject: 730
Text type / Language: HTMLEnglish
Insert Standard Response: building instructions request

7 (36pt)

Arial

7 (36pt)

LEGO

Mr. Frissel,
The building instructions you requested are attached.
Have fun building with LEGO!

Kind Regards,
PJ Castillo
Customer Service Representative

> Hi,
> Please send me the product catalogue for the exclusive
> Lego sets.

> Thx, Bill Frissel

SendSavePrintDelete

E-Mail Header

From: pj.castillo@lego.com
Reply To: service@lego.com
To: b.frissel@martin.net
Cc:
Bcc:
Date/Time:

Attachments

Document Title
LEGO Krikori Nui building instructions

Type
1/1

AddDelete

Interaction Log

Reason: Building Instructions-KRIKORI NUI
Priority: Medium
Description: KRIKORI NUI building instructions
Status/Result:

Interaction Record

710

718

942

940

912

FIG. 9D

21/21

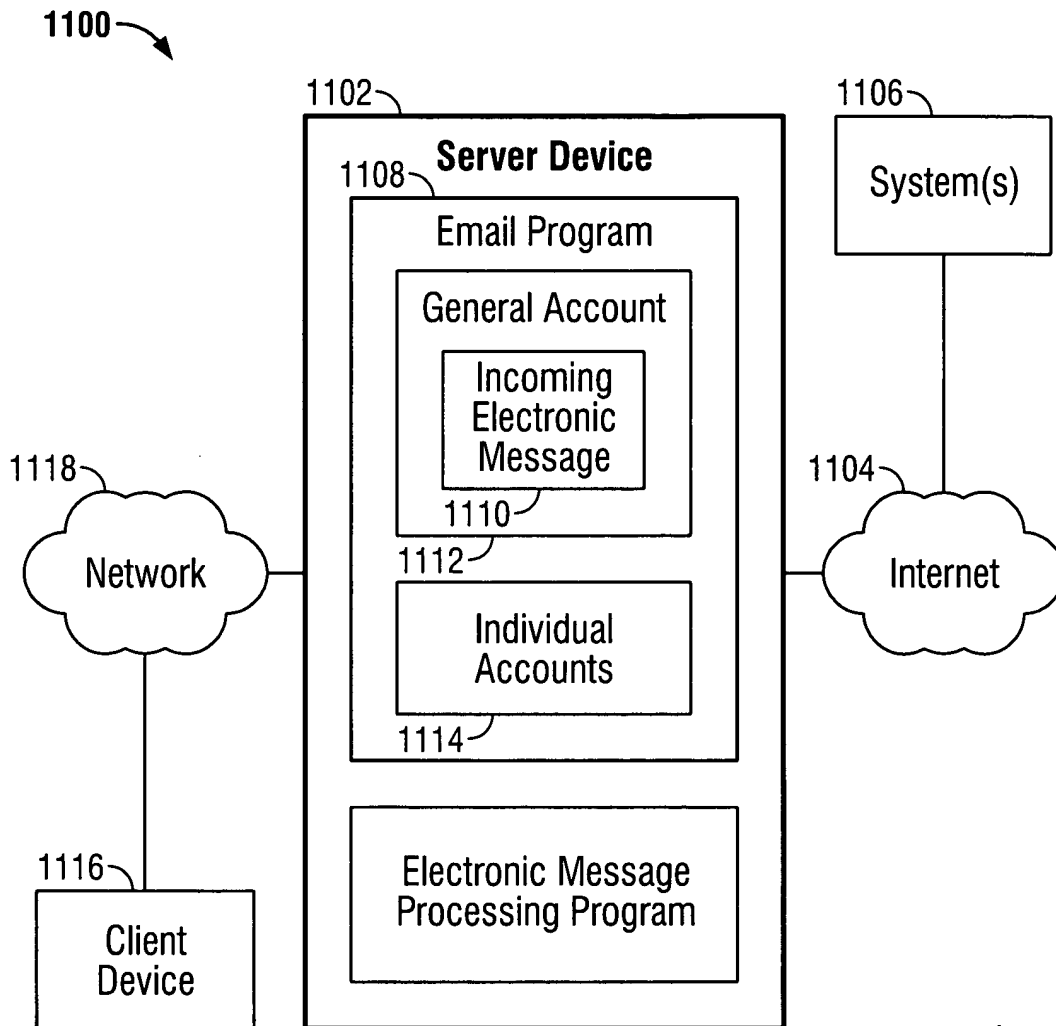


FIG. 10